London Borough of Tower Hamlets Children's Information Systems Provider Portal - User Guide



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Children's Information Systems

Logging in to Provider Portal

To login in to Provider Portal please visit the following link:

https://education.towerhamlets.gov.uk/Synergy/Default.aspx

1. One of two pages will appear. If this is what you see, then click the login text here.

		1	Login
S	Language -	🛧 View saved provid	ers 0
	Family Inforn Family Servi	nation Service ces Directory	
	The Family Information Service (FIS) provides frr range of services for children, young people, (bi held on the online Family Services Directory – ht	e, impartial information and advice on a wide th - 25 years old), parents and families – which is tp://fsd.towerhamlets.gov.uk,	
	A number of search options are available below, ple contact-	ase select one. For further information, please	
	Family Information S fis@towerh	ervice - 020 7364 6495 amlets.gov.uk	

That will bring you to this page. If you were brought here in the first place then continue from here.

1. Your username and password should initially be provided to you by the local authority. When your details have been entered

2. Select sign in.

Additionally if you forget your password for any reason, or new a new user set up please contact the local authority.

	Synergy Part of the Synergy Software Suite
	Sign In
	Email address or user name
Live	Password
Version 18.3.10135	Forgotten your password?
© 2019 Servelec Synergy Ltd	Create a citizen account
	Servelec synergy

Changing Passwords

Once you have logged in you will be taken to this page.

1. To change your password, click on your username here.

			1
Childcar	e / Service Provider		Helix BrightHorizon.Pg, .ogout
S	Language -		🛧 View saved providers 💿
		Family Information Service Family Services Directory	
	The F range held d	amily Information Service (FIS) provides free, impartial information and advice on a w of services for children, young people, (birth - 25 years old), parents and families – w on the online Family Services Directory – http://fsd.towerhamlets.gov.uk.	ide hich is
	A nun conta	nber of search options are available below, please select one. For further information, please ct-	9
		Family Information Service - 020 7364 6495 fis@towerhamlets.gov.uk	

1. Now in the current password field type the password you just used to login. Then in the new and confirm password fields type in the new desired password

2. Select change password.

Note: if you do not enter the old password correctly, or the password entered in the new and confirm fields are not the same the password change will fail.

3. Now click on the Childcare / Service Provider button.

3	Childcare / Service	Provider	Hello BrightHorizon.Pg, Logout
	Change Password Authen	tication Questions	
	Please change yo	our password below:	
	To change password, Change Password butt	please enter your current pa con.	assword and your new password and press the
	Current Password:	Current password	
1	New Password:	New password	
	Confirm Password:	Confirm password	
2	Change Password		

Funding

You now will be taken to the FIS provider portal welcome page.

1. Select the funding tab.

Organisation: Bright Horizons Family Solutions Limited	
Organisation: Bright Horizons Family Solutions Limited	
1 ome Funding Welcome to FIS Provider Portal	
Welcome to FIS Provider Portal	
Welcome to FIS Provider Portal	
Please make a selection from the above menu to proceed	
Notifications	
P 🚯 There are unsubmitted child funding records for provider: Bright Horizons Heron Quays Day Nursery & Preschool - Day Nurseries	

1. Select the relevant year, term and funding type. Note: The eligibility check and the information to enter mentioned later will only be available when you select Nursery Education funding 3 & 4. In this instance let us select that.

2. Now please ignore all other tabs as none will be relevant to the eligibility checker. Instead Select the Eligibility checker.

Organisation: Bright Horizons Family Solutions Limited Provider: Bright Horizons Heron Quays Day Nursery & Preschool (Day Nurseries) Home Funding Summary Estimates Actuals Adjustme2t: Eligibility Checker Summary Head Count Records for 2018/2019 - Spring 2018/2019 Summer Spring Q Early Learning For 2s 2017/2018 Quify 2017	Childcare / Service Provider			Hello BrightHorizon.Pg, Logout		
Organisation: Bright Horizons Family Solutions Limited Bright Horizons Heron Quays Day Nursery & Preschool (Day Nurseries) Home Funding Summary Estimates Actuals Adjustment: Eligibility Checker Summary Head Count Records for 2018/2019 - Spring Summer Su						
			Organisation: Bright Horizons Family Solutions Limited			
Home Funding Summary Estimates Actuals Adjustme2te Eligibility Checker		Provide	r: Bright Horizons Heron Quays Day Nursery & Preschool (Day	Nurseries)		
Summary Estimates Actuals Adjustments Eligibility Checker Summary Head Count Records for 2018/2019 - Spring Summer Spring Autumn Control Contr	Llowe Funding					
Summary Estimates Actuals Adjustment Eligibility Checker Summary Head Count Records for 2018/2019 - Spring 2018/2019 Summer Spring Autum Early Learning For 2s Nursery Education Funding 3.8:4	Home Funding					
Summary Head Count Records for 2018/2019 - Spring 2018/2019 Summer Funding Type Spring Autum Early Learning For 2s 2017/2018 Nursery Education Funding 3.8.4	Summary Estimates Actuals Ad	justme <mark>z</mark> ts Eligibi	lity Checker			
2018/2019 Summer Funding Type Spring Autum Early Learning For 25 Nursery Education Funding 3.8.4	Commence Hand Count Daras	de fen 2010 (2)	010 Carling			
2018/2019 Summer Spring Autumn Constraints Summer S	Summary Head Count Records for 2016/2019 - Spring					
Summer Sum Summer Summe	2018/2019					
Spring Early Learning For 2s Autumn Nursery Education Funding 3.8:4 2017/2018 Nursery Education Funding 3.8:4	Summer		Funding Type			
Autumn Carly Learning For 2s 2017/2018 Nursery Education Funding 3 & 4 2016/2017 Image: Carly Learning For 2s	Spring	0	de Leonates Fee De			
2017/2018 Nursery Education Funding 3 & 4 2016/2017	Autumn	U Ear	ny Learning For 2s			
2016/2017	2017/2018	Nu	rsery Education Funding 3 & 4			
	2016/2017					
2015/2016	2015/2016					

Eligibility checker

Eligibility checker allows you to check a child is eligible for extended hours.

1. Select the 30 hours free childcare button

Childcare / Service Provider Hello BrightHorizor	n.Pg, Logout
Organisation: Bright Horizons Family Solutions Limited Provider: Bright Horizons Heron Quay Day Nursery & Preschool (Day Nurseries)	
Home Funding	
Summary Estimates Actuals Adjustments Eligibility Checker	
Eligibility Checker	
Use this area to check if a child is eligible for extended hours. Please click the button below and provide the details as required. Data Protection Notice - a record of the check is maintained for monitoring purposes. The information supplied is NOT stored by the system. 1 30 Hours Free Childcare	
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- 1. Then input the information in this window that pops up.
- 2. Then select submit, or cancel to go back to the eligibility checker main page.

		30 Hours Free Childcare	
	Please enter a valid Eligibility Code and Child Partner Details are optional but if entered the	Date of Birth, together with Parent/Carer en all fields, except Forename, must be fille	Details. ed in.
Γ	Eligibility Code*		
I	Child Date of Birth*		
I	Parent/Carer Forename		
I	Parent/Carer Surname		
L	Parent/Carer NI Number*		
I	Consent must be given for this	, Eligibility Check	
I	Partner Forename		
I	Partner Surname		
	Partner NI Number		
T	*denotes mandatory fields		
	Submit Cancel		

For technical issues: Password resets, link requests, system is not doing what it supposed to call: 0207 364 6687, or email: CIS@towerhamlets.gov.uk

For process related Issues: Questions on the various aspects like why, how, if, who, should, etc. then contact: 0207 364 1553